



**2014
Midland Community Survey**

Provided in cooperation with the City of Midland and Saginaw Valley State University



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Background

The City of Midland has conducted a citizen survey to gather the opinions of the residents of the City. This survey has been conducted to provide these opinions to the members of City Council and Staff. The report will supply information for the City Council to assist with their decision making process for the FY16 budget.

The City has collaborated with the SVSU James A. Barcia Center for Public Policy & Service to develop and implement the survey tool, along with conducting various focus groups throughout the City. The data from the survey and focus groups have been gathered and are published throughout this report. The authors of this report aim for this data to be a valuable tool for the City to make future budgetary decisions. The data of this report will also gauge how the City is doing in some areas and give information about where to improve in other areas.

The project team is made up of one faculty member and four undergraduate students from Saginaw Valley State University. Three staff members from the City of Midland also assisted this project team with the implementation of the survey and focus groups.

Framework of Community Survey

Phase I: Quantitative approach using a survey tool to gather data from citizens.

Phase II: Qualitative approach using focus groups to gather specific opinions and observations of residents.

Methods of Survey

To complete the data gathering, a survey instrument of 41 questions was developed. Of these 41 questions, nine questions gathered basic demographic information. The remaining 32 questions gathered opinions from City residents. Surveys were solicited from September 13th, 2014 to October 12th, 2014. Solicitations were made through various communication modes via e-mail, the City of Midland website and through social media.

A virtual porthole available on www.surveymonkey/cityofmidland was created and distribution efforts were accomplished through the following methods:

- Electronic communications to City of Midland Employees / Councilmembers / Mayor
- Electronic communications to City Residents
- Electronic communications to local media outlets

In total 468 responses were collected through the online portal.

Methods of Focus Group

The focus groups consisted of different sessions throughout each of the five city wards in Midland. 92 individuals who participated in the quantitative survey, volunteered to participate in a focus group. In total, there were 73 participants in the focus groups. Each focus group took between 90 and 120 minutes and gathered input from various participants over the following areas:

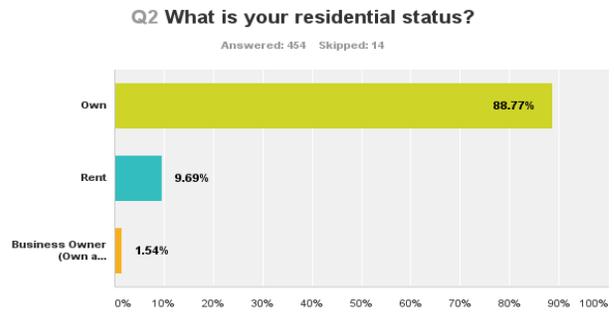
- Street Repairs / Maintenance
- Snow / Ice Removal
- Sidewalk Maintenance
- Blight Enforcement
- City Website
- Public Safety
- Grace A. Dow Library
- Walking / Biking Trails
- Recycling / Refuse
- Quality of Life

The opinions and data gathered during the focus groups has been coded and used for specific examples to support the data gathered from the survey tool.

Demographics of Survey

Owner Occupied Households

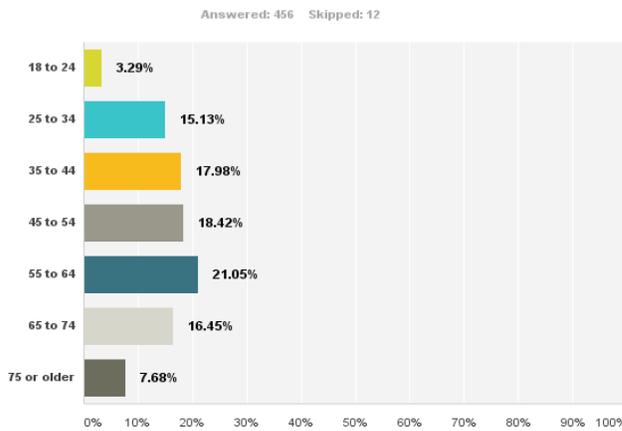
Upon examination of the demographics, 88.77% of the respondents owned homes. This produces a sample size of 24.77% larger than was measured by the 2010 U.S. Census in the City of Midland.



2010 Census of Midland

17,747 Occupied Households
 11,401 Owner Occupied Households 64%
 6,346 Renter Occupied Households 35%

Q4 What is your age group?



Age Demographics

This survey had an excellent cross section of individuals throughout the different age groups from 25-74. This range has a high of 21.05% (55-64) and a low of 15.13 (25-34).

2010 Census of Midland

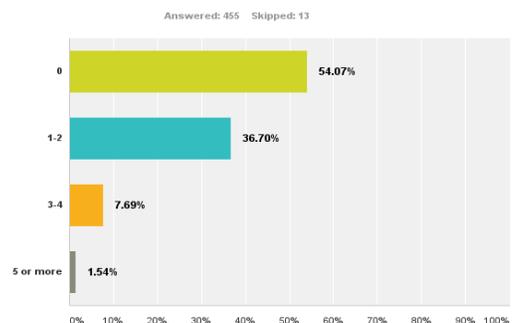
Age Group	Census	Survey
15-24	1,168	13.9%
25-34	8,989	10.8%
35-49	17,150	20.9%
50-64	17,180	20.6%
65 & Over	12,384	14.8%

For 35-49 & 50-64 the "45-54" age group was divided in half and added to the 35-49 and 50-64 age group.

Children Living at Home

45.93% of the respondents or 215 respondents have children living at home. This is compared to the 28.1% of households that have individuals under the age of 18 as reported by the U.S. Census.

Q5 How many children currently live in your home?



2010 Census of Midland

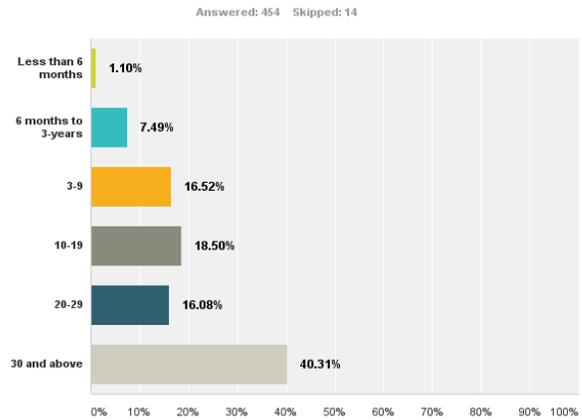
4,982 Households with individuals under-18 (28.1%)

Other Demographic Information

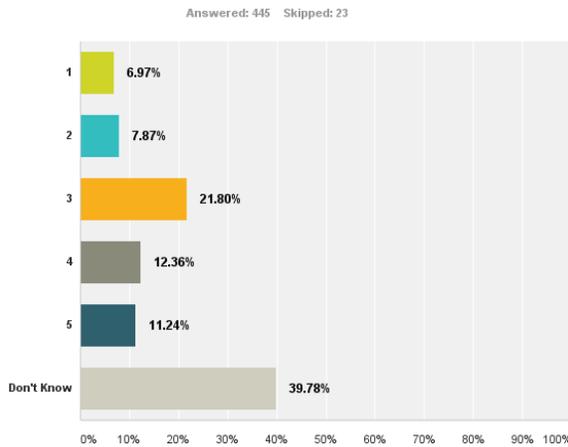
Years of Residency in the City of Midland

40.31% of the individuals that were engaged in this survey have lived in the City of Midland 30-years or more. Being aware that 45.18% of the respondents were over the age of 55, this is not surprising. It is important to also understand that 40% of the respondents of this survey have been in Midland for 30-years and are informed about the happenings in their community.

Q1 How many years have you lived in the City of Midland?



Q7 In what Ward do you reside in the City of Midland?



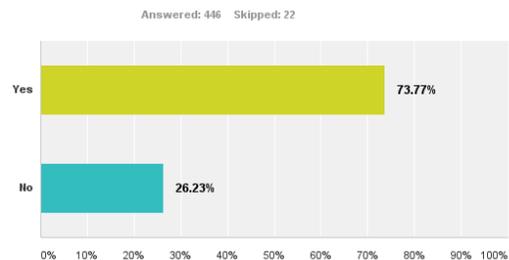
Knowledge of City Wards

60.24% of respondents could identify which city ward they resided within, while 39.78% of respondents did not. The percentage of individuals that engaged in the survey from the various wards range from 6.97% in the first ward to 21.80% in the third ward.

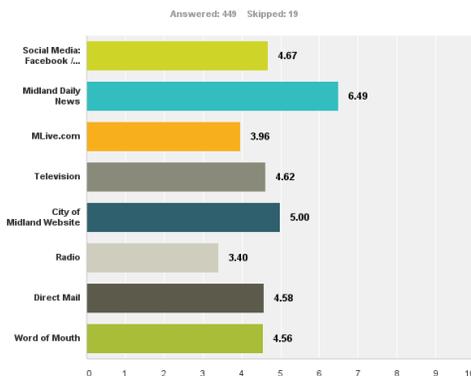
Election Engagement

73.77% of the respondents of the survey voted in a City of Midland election in the last 8 years, while 26.23% did not.

Q8 Have you voted in any of the City Council (City of Midland) elections over the past 8-years?



Q9 How do you receive information concerning the City of Midland? PLEASE RANK FROM (1-MOST USED to 7-LEAST USED)

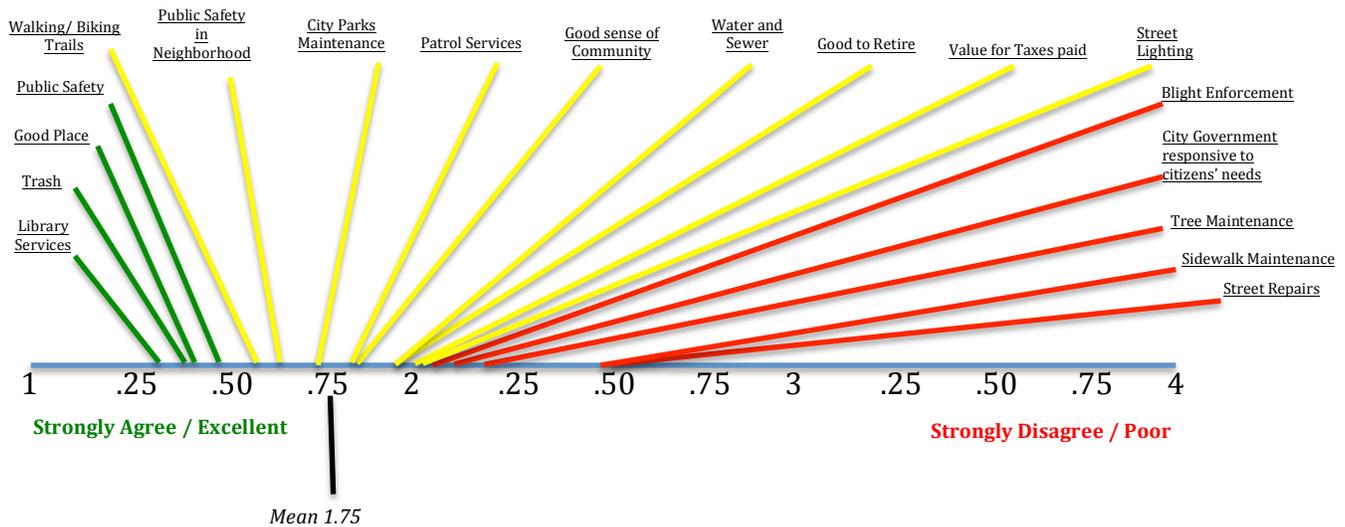


Information Outlets

Most of the respondents get their information from newsprint, The Midland Daily News or Social Media as their primary source. Sources such as the City of Midland Website and word of mouth are somewhat popular. However, radio is the least popular of the seven choices for receiving information concerning the City.

Results

The results for this survey are shown below on this four level likert scale.



The range for this likert scale was from 1-4. The format of the likert item was:

- | | |
|---|----------------------------|
| 1 | Strongly Agree / Excellent |
| 2 | Agree / Average |
| 3 | Disagree / Below Average |
| 4 | Strongly Disagree / Poor |

The middle of the range of the likert scale is 2.5 (Neither Favorable / Unfavorable or Agree / Disagree). Therefore, all numbers between 1-2.5 are agree / average or better and all numbers between 2.5-4 are disagree / below average or worse. Upon analysis of the opinions of residents, all of the 30 questions fall within the range of 1-2.5 on the scale!

Upon further examination of these responses, the mean of 1.75 and median of 1.78 indicate that the community believes the City is doing an average / excellent job, or do agree/ strongly agree with the direction of the City.

To continue to assist with further understanding the results of this survey, the compiled data has been framed through two different lenses. The first lens is organized into a hierarchy of tiers (page #8) that are based upon favorability of the respondents. Upon examination of the hierarchy of tiers, you will see that there are three tiers. The first tier represents all answers between 1.89 and 2.47; the second tier represents all answers between 1.64 and 1.87; and the third tier represents all answers between 1.38 and 1.59.

The second lens is organized into policy areas (page #9) and further ranked within each policy area by a hierarchy that is based upon the mean results of each question. The answers have been grouped into policy areas and the median of these policy areas has been ranked. The policy areas from highest median to lowest median score are as follows: 1) Infrastructure (2.16); 2) Blight Enforcement (2.03); 3) City Administration (1.93); 4) City Services (1.86); 5) Public Safety (1.60); 6) Quality of Life (1.59); 7) Refuse Collection (1.57).

First-Tier

23. Street Repairs and Maintenance	2.47
27. Sidewalk Maintenance	2.33
24. Snow and ice removal	2.16
31. Tree maintenance/replacement	2.13
16. City Government is responsive to citizens' needs	2.07
35. Blight Enforcement	2.03
26. Street Lighting	2.00
15. I receive a good value for taxes paid	1.98
25. Street Sweeping	1.92
12. Midland is a good place to retire	1.89

Second-Tier

33. City Government Website	1.87
34. Water and Sewer services	1.86
17. City employees are professional	1.79
13. Midland has a good sense of community	1.78
36. Public Safety: patrol services	1.76
30. City parks maintenance	1.72
29. City Recreation Programs	1.67
20. Curbside Recycling	1.67
39. Public Safety: Safety in your neighborhood	1.64
14. Midland is a safe community	1.64

Third-Tier

28. Walking and Biking Trails	1.59
22. Brush pick-up	1.57
21. Yard Waste Collection	1.53
37. Public Safety: Fire suppression services	1.49
10. Midland is a good place to live	1.47
38. Public Safety: EMT	1.47
11. Midland is a good place to raise children	1.43
19. Residential Trash Collection	1.42
32. Library Services	1.38

Policy Area

INFRASTRUCTURE	2.16
23. Street repairs and maintenance	2.47
27. Sidewalk maintenance	2.33
26. Street lighting	2.00
34. Water and Sewer Services	1.86
BLIGHT ENFORCEMENT	2.03
35. Blight Enforcement	2.03
CITY ADMINISTRATION	1.93
16. City government is responsive to citizens' needs	2.07
15. I receive a good value for taxes paid	1.98
18. The City government welcomes citizens involvement	1.94
33. City Government Website	1.87
17. City employees are professional	1.79
CITY SERVICES	1.86
24. Snow and ice removal	2.16
31. Tree maintenance/replacement	2.13
25. Street sweeping	1.92
30. City parks maintenance	1.72
29. City Recreations Programs	1.67
28. Walking and Biking trails	1.59
32. Library Services	1.38
PUBLIC SAFETY	1.60
36. Public Safety: Patrol services	1.76
14. Midland is a safe community	1.64
39. Public Safety: Safety in your neighborhood	1.64
37. Public Safety: Fire suppression services	1.49
38. Public Safety: EMT services	1.47
QUALITY OF LIFE	1.57
12. Midland is a good place to retire	1.89
13. Midland has a good sense of community	1.78
10. Midland is a good place to live	1.47
11. Midland is a good place to raise children	1.43
REFUSE COLLECTION	1.57
20. Curbside Recycling	1.67
22. Brush pick-up	1.57
21. Yard waste collection	1.53
19. Residential trash collection	1.42

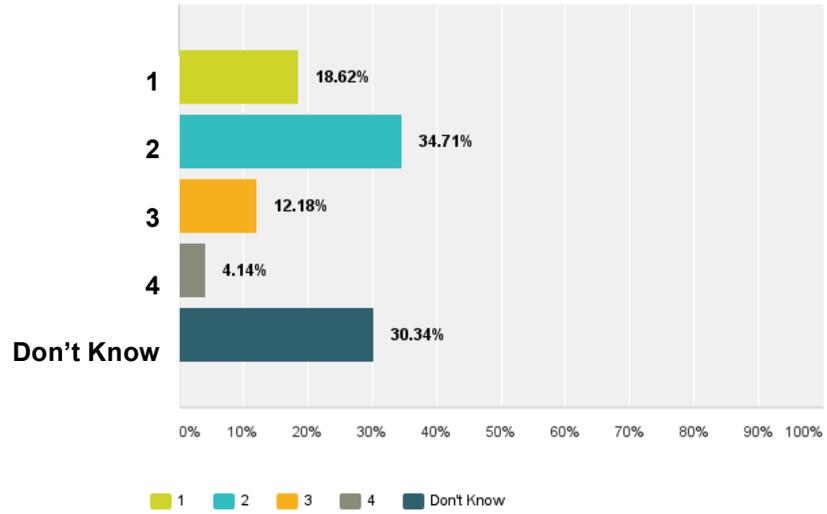
BLIGHT ENFORCEMENT

BLIGHT ENFORCEMENT
35. Blight Enforcement

2.03
2.03

Q35 Blight Enforcement

Answered: 435 Skipped: 33



- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

35. Blight Enforcement

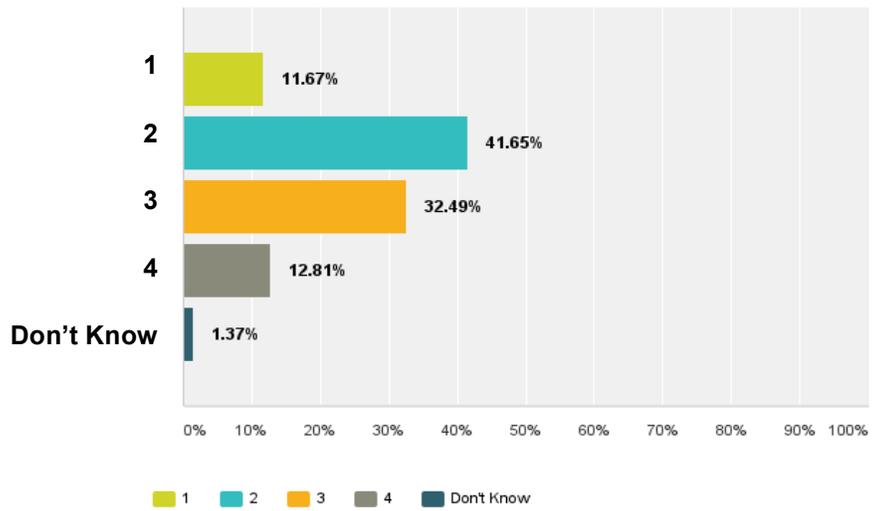
2.03

INFRASTRUCTURE

INFRASTRUCTURE	2.16
23. Street repairs and maintenance	2.47
27. Sidewalk maintenance	2.33
34. Water and Sewer Services	1.86
26. Street lighting	2.00

Q23 Street Repairs and Maintenance

Answered: 437 Skipped: 31



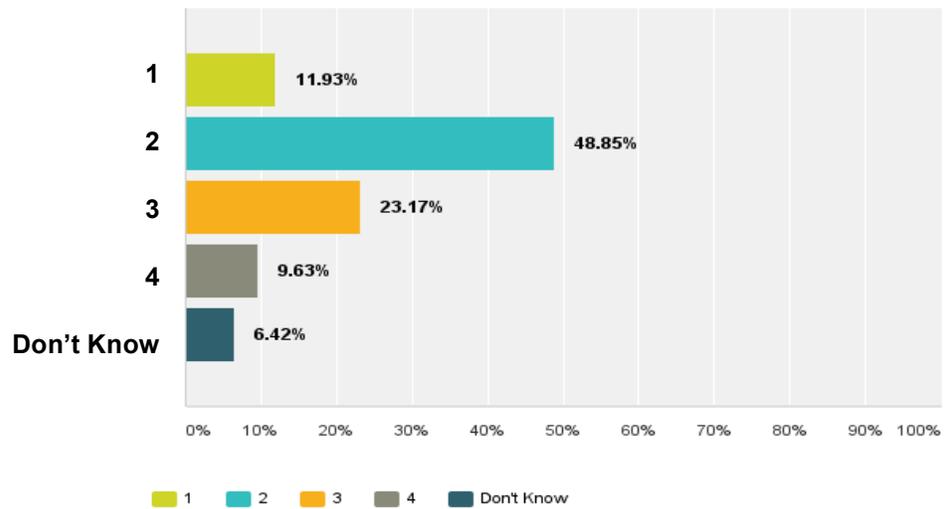
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

23. Street repairs and maintenance

2.47

Q27 Sidewalk Maintenance

Answered: 436 Skipped: 32



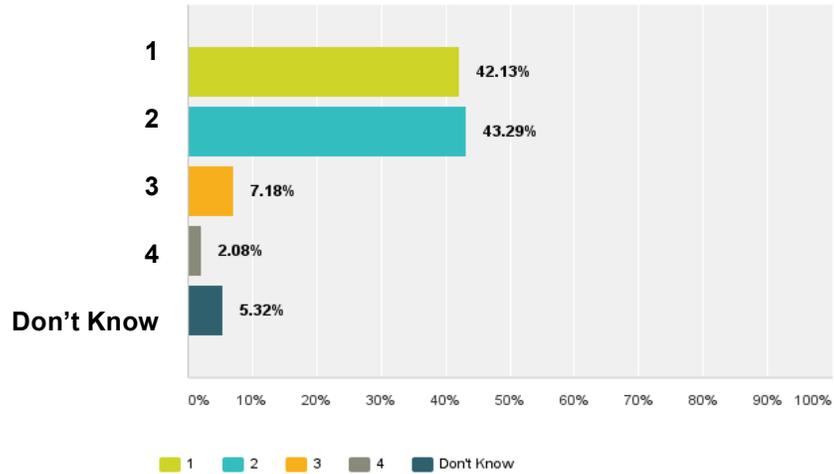
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

27. Sidewalk maintenance

2.33

Q34 Water and Sewer Services

Answered: 432 Skipped: 36



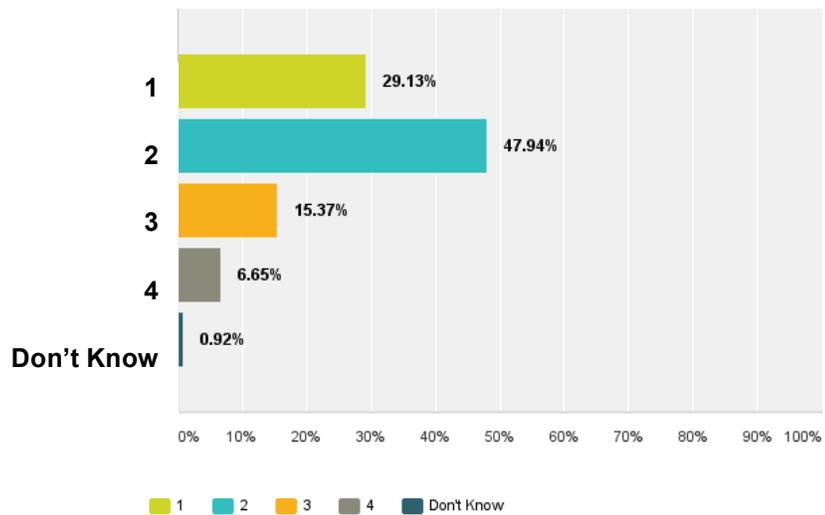
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

34. Water and Sewer Services

1.86

Q26 Street Lighting

Answered: 436 Skipped: 32



1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

26. Street lighting

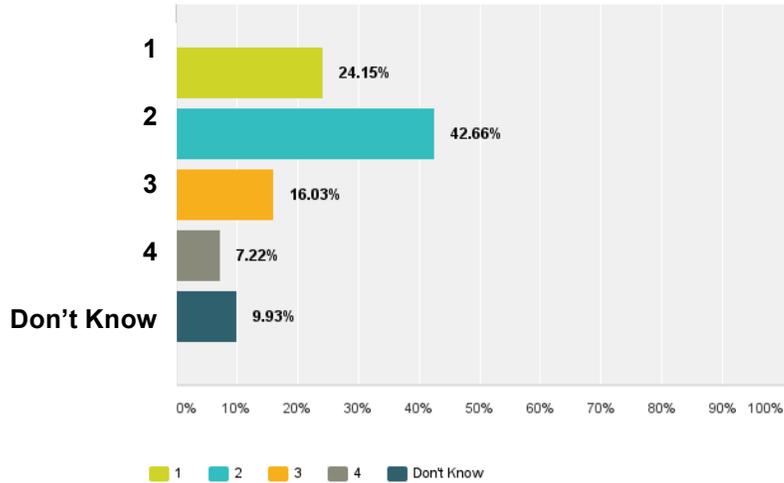
2.00

CITY ADMINISTRATION

CITY ADMINISTRATION	1.93
16. City government is responsive to citizens' needs	2.07
15. I receive a good value for taxes paid	1.98
18. The City government welcomes citizens involvement	1.94
33. City Government Website	1.87
17. City employees are professional	1.79

Q16 City government is responsive to citizens' needs.

Answered: 443 Skipped: 25



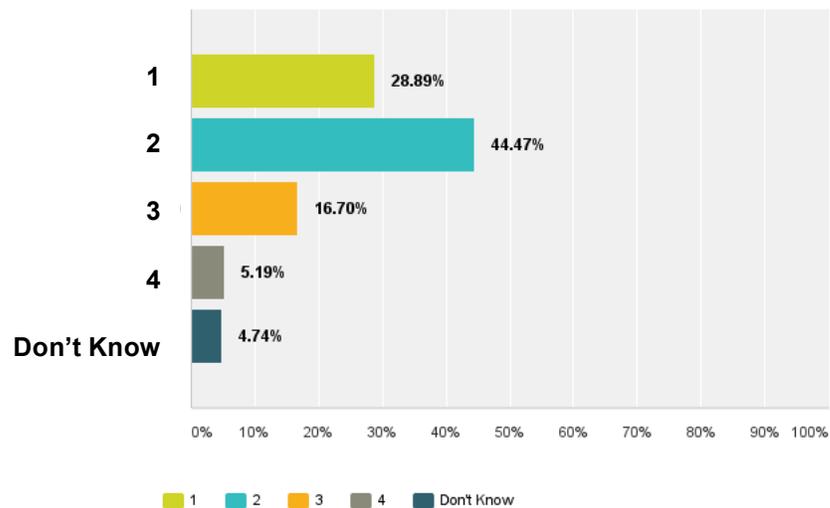
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

16. City government is responsive to citizens' needs

2.07

Q15 I receive a good value for taxes paid.

Answered: 443 Skipped: 25



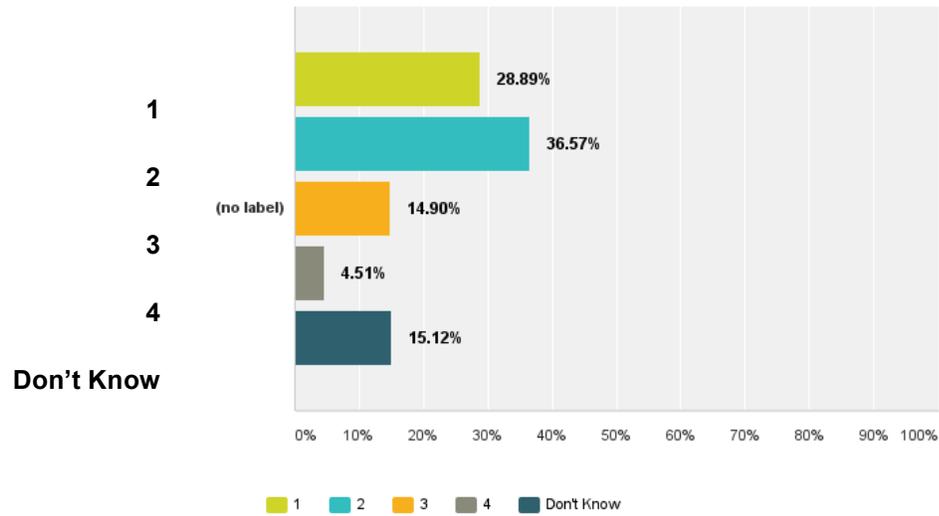
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

15. I receive a good value for taxes paid

1.98

Q18 The City government welcomes citizens involvement.

Answered: 443 Skipped: 25

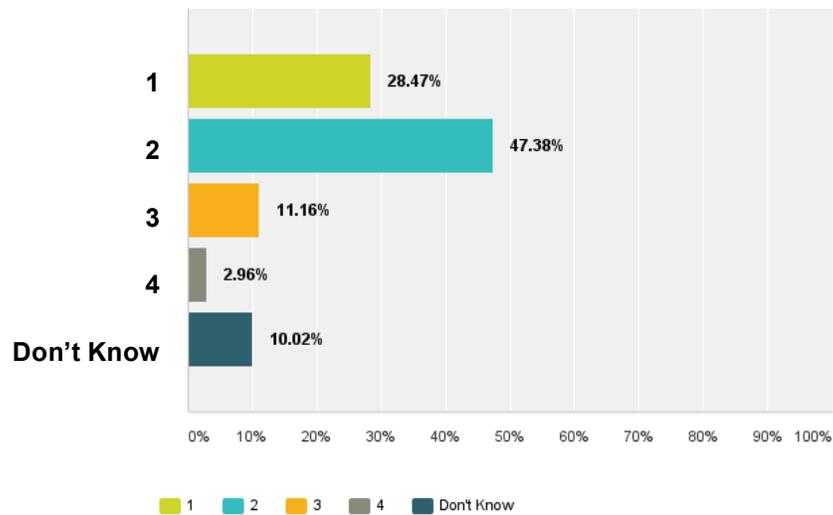


- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

18. The City government welcomes citizens involvement 1.94

Q33 City Government Website

Answered: 439 Skipped: 29

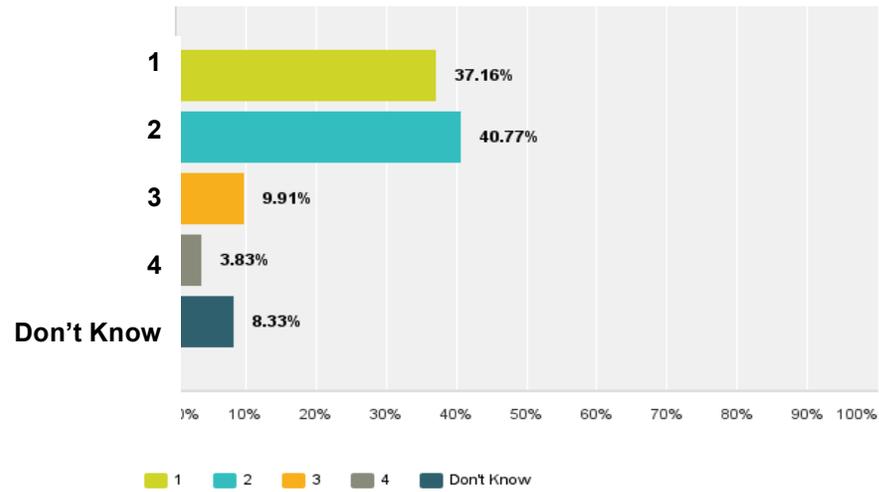


- 1 Strongly Agree / Excellent
- 2 Agree / Average

33. City Government Website 1.87

Q17 City employees do their jobs in a professional manner.

Answered: 444 Skipped: 24



- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

17. City employees are professional

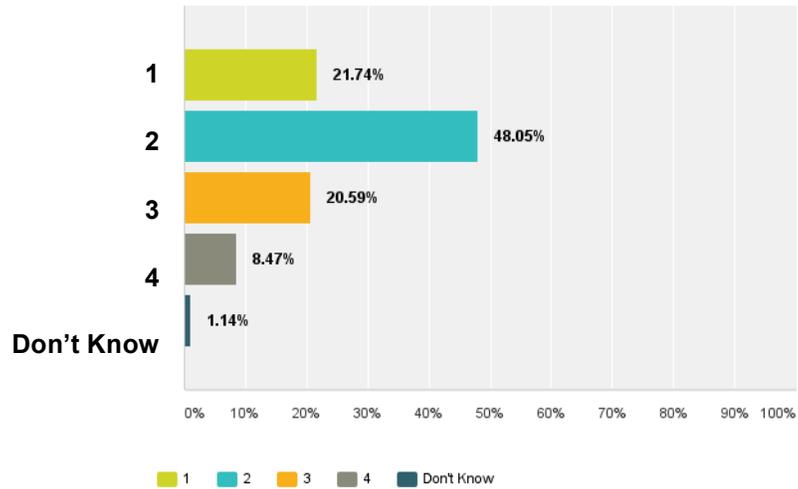
1.79

CITY SERVICES

CITY SERVICES	1.86
24. Snow and ice removal	2.16
31. Tree maintenance/replacement	2.13
25. Street sweeping	1.92
30. City parks maintenance	1.72
29. City recreational programs	1.67
28. Walking and biking trails	1.59

Q24 Snow and Ice Removal from City Streets

Answered: 437 Skipped: 31



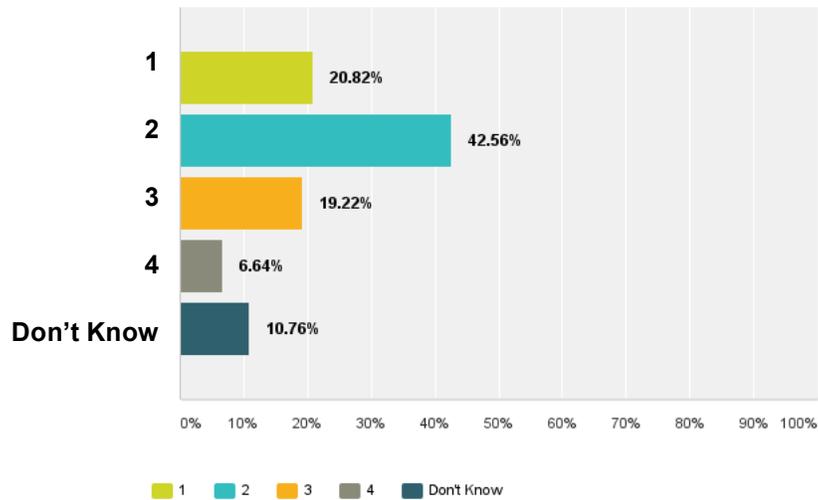
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

24. Snow and ice removal

2.16

Q31 Tree Maintenance / Replacement

Answered: 437 Skipped: 31



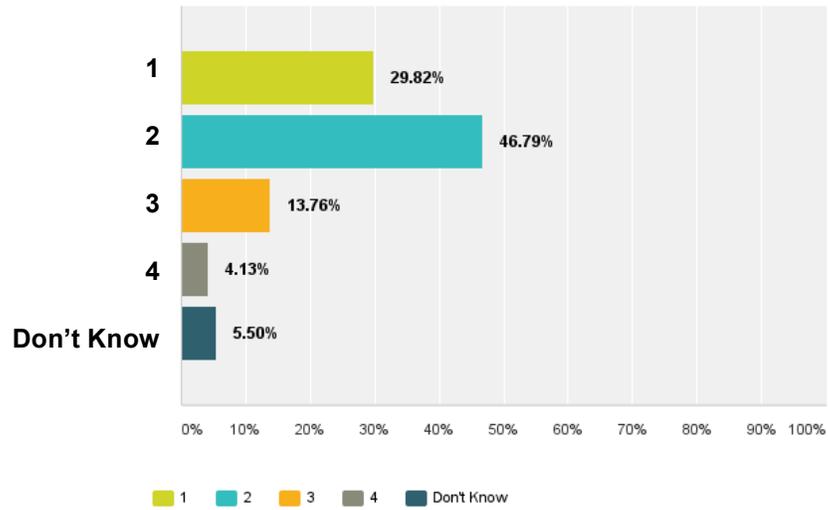
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

31. Tree maintenance/replacement

2.13

Q25 Street Sweeping

Answered: 436 Skipped: 32



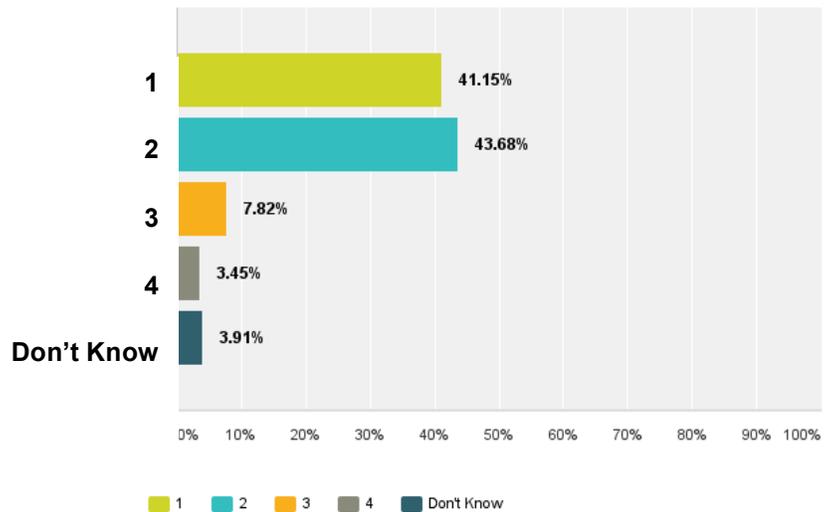
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

31. City Parks Maintenance

2.13

Q30 City Parks Maintenance

Answered: 435 Skipped: 33



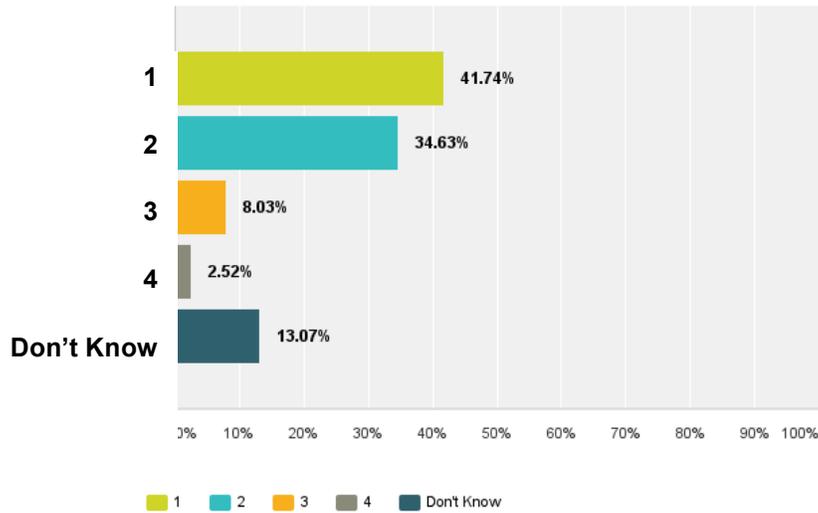
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

30. City parks maintenance

1.72

Q29 City Recreational Programs

Answered: 436 Skipped: 32



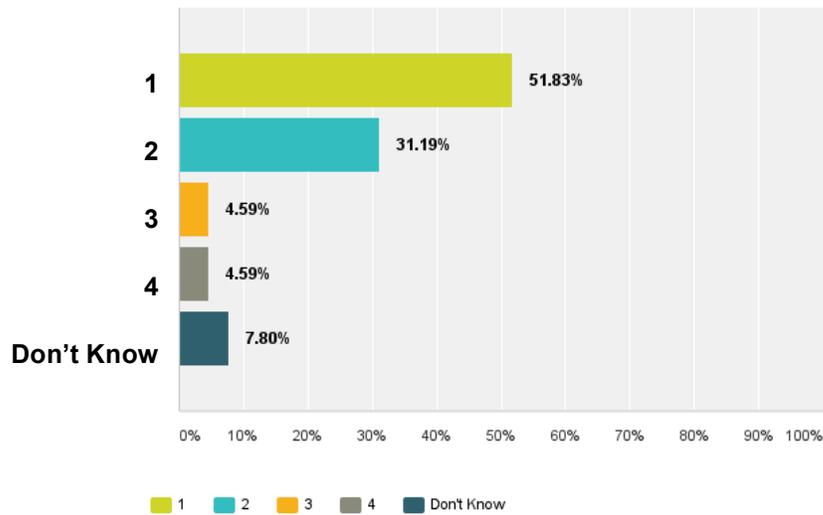
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

29. City Recreational Programs

1.67

Q28 Walking and Biking Trails

Answered: 436 Skipped: 32



- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

28. Walking and biking trails

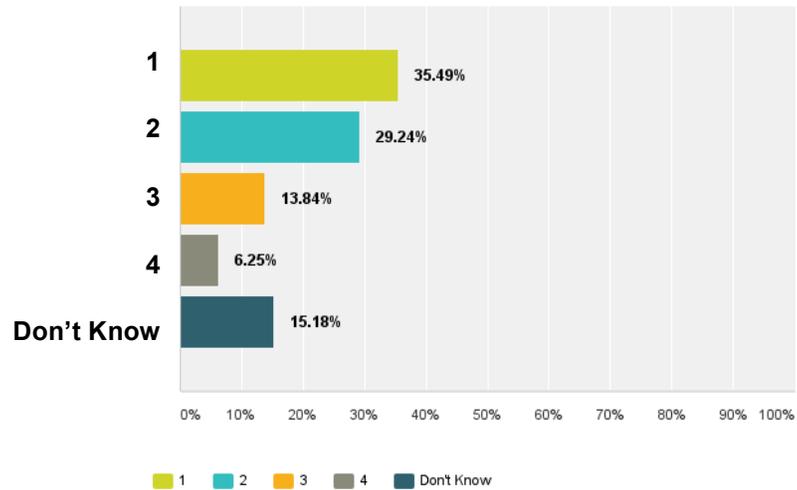
1.59

QUALITY OF LIFE

QUALITY OF LIFE	1.57
12. Midland is a good place to retire	1.89
13. Midland has a good sense of community	1.78
11. Midland is a good place to raise children	1.43
10. Midland is a good place to live	1.47
32. Library services	1.38

Q12 The City of Midland is a good place to retire.

Answered: 448 Skipped: 20



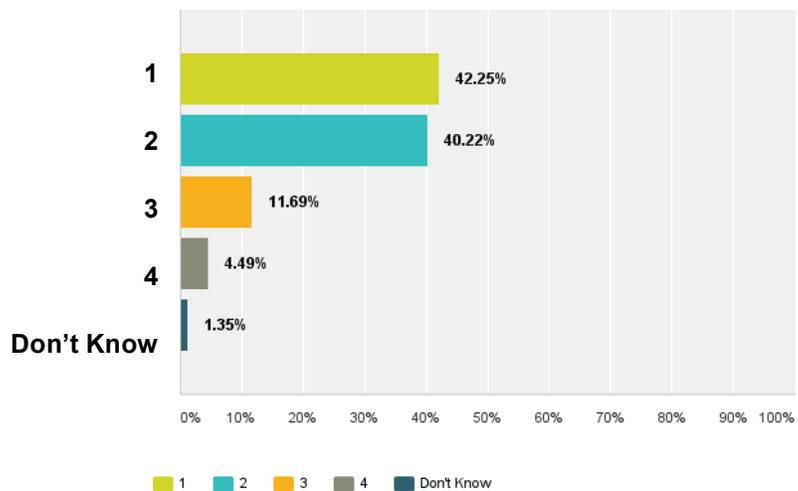
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

12. Midland is a good place to retire

1.89

Q13 The City of Midland has a good sense of community.

Answered: 445 Skipped: 23



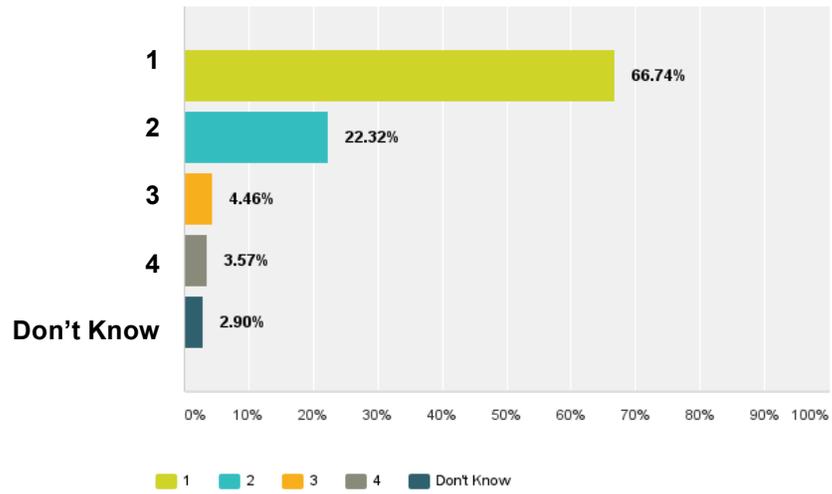
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

13. Midland has a good sense of community

1.78

Q11 The City of Midland is a good place to raise children.

Answered: 448 Skipped: 20



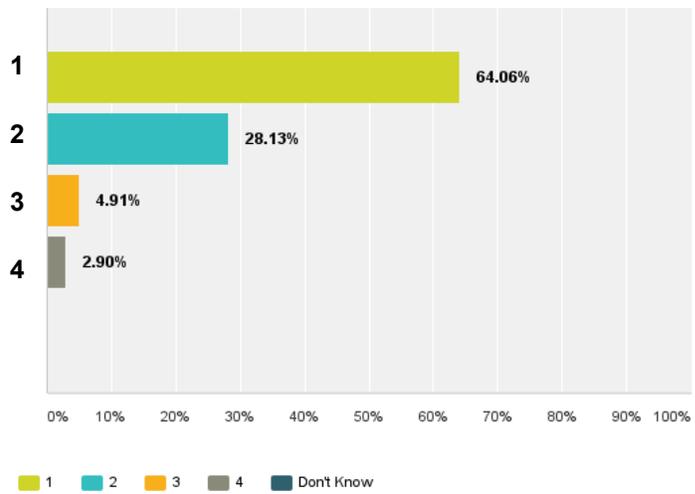
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

11. Midland is a good place to raise children

1.43

Q10 The City of Midland is a good place to live.

Answered: 448 Skipped: 20



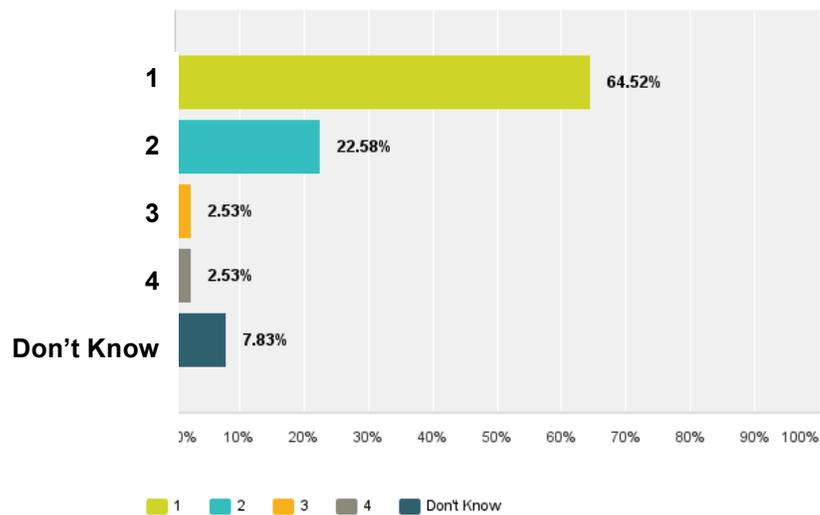
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

10. Midland is a good place to live

1.47

Q32 Grace A. Dow Memorial Library

Answered: 434 Skipped: 34



1 Strongly Agree / Excellent
3 Disagree / Below Average

2 Agree / Average
4 Strongly Disagree / Poor

32. Library services

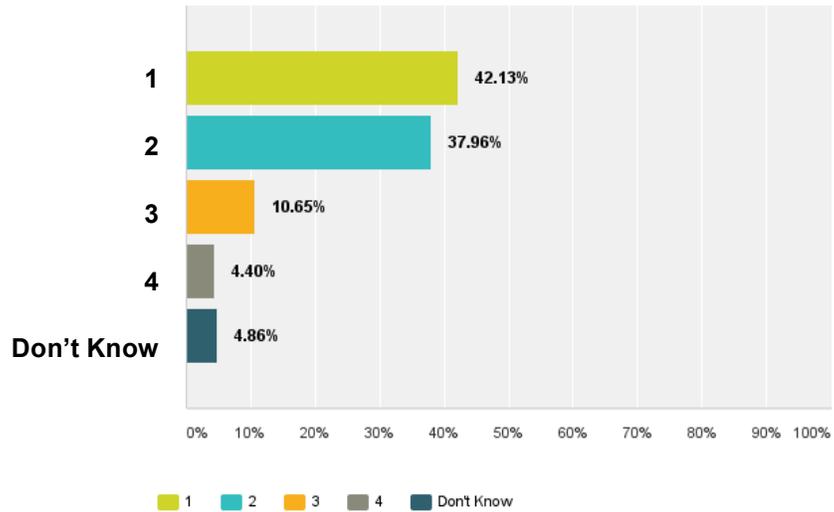
1.38

PUBLIC SAFETY

PUBLIC SAFETY	1.60
36. Public Safety: Patrol services	1.76
14. Midland is a safe community	1.64
39. Public Safety: Safety in your neighborhood	1.64
37. Public Safety: Fire suppression services	1.49
38. Public Safety: EMT Services	1.47

Q36 Public Safety: Patrol Services

Answered: 432 Skipped: 36



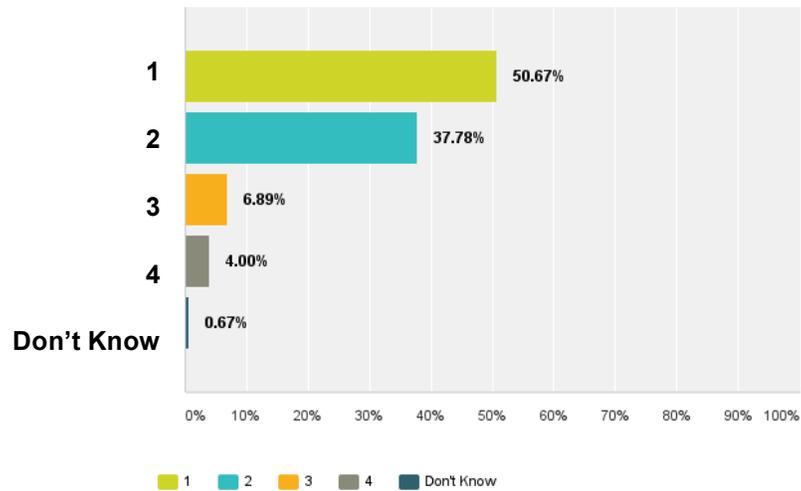
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

36. Public Safety: Patrol services

1.76

Q14 The City of Midland is a safe community.

Answered: 450 Skipped: 18



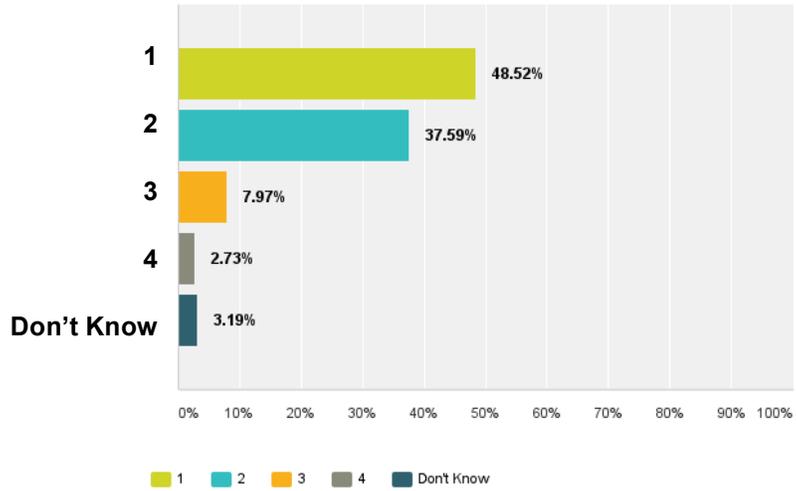
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

14. Midland is a safe community

1.64

Q39 Public Safety: Safety in your Neighborhood.

Answered: 439 Skipped: 29



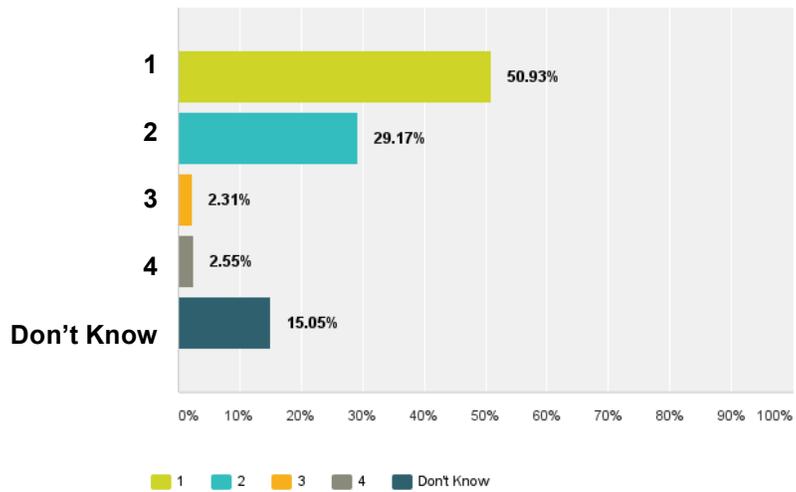
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

39. Public Safety: Safety in your neighborhood

1.64

Q37 Public Safety: Fire Suppression Services

Answered: 432 Skipped: 36



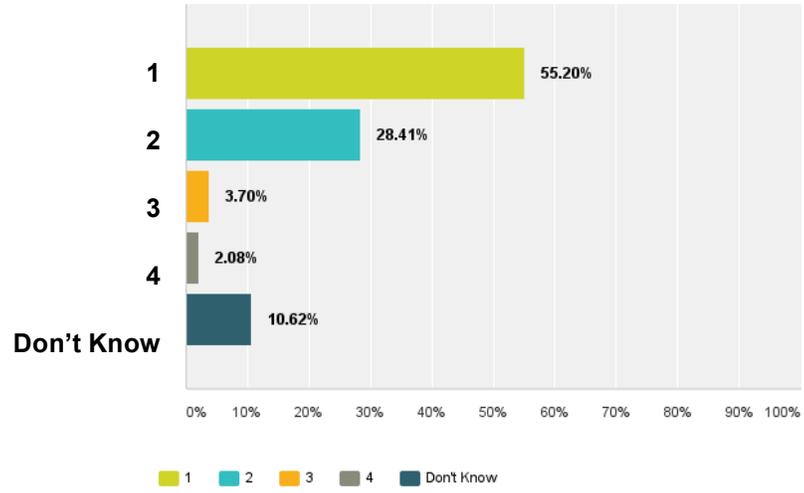
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

37. Public Safety: Fire suppression services

1.49

Q38 Public Safety: Medical / Emergency Services

Answered: 433 Skipped: 35



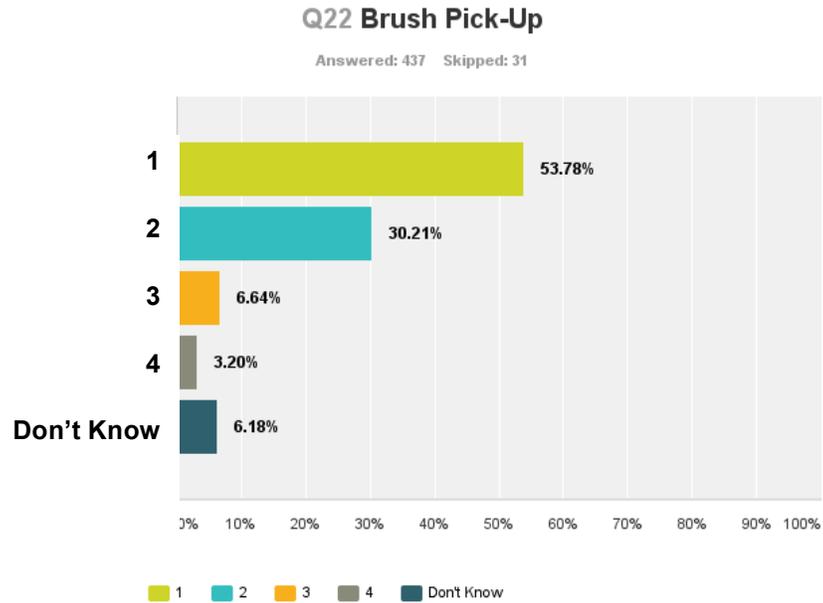
- 1 Strongly Agree / Excellent
- 2 Agree / Average
- 3 Disagree / Below Average
- 4 Strongly Disagree / Poor

38. Public Safety: EMT services

1.47

REFUSE COLLECTION

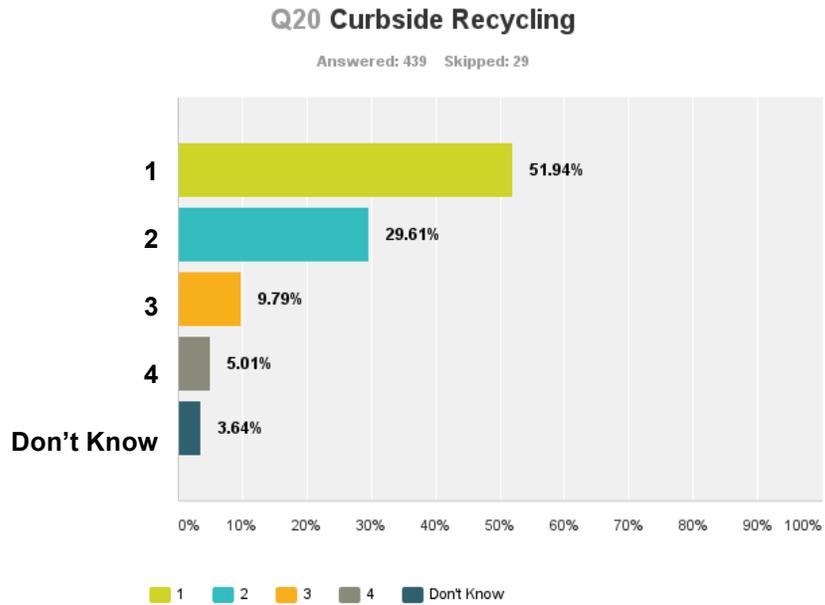
REFUSE COLLECTION	1.57
22. Brush pick-up	1.57
20. Curbside recycling	1.67
21. Yard waste collection	1.53
19. Residential trash collection	1.42



1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

22. Brush pick-up

1.57



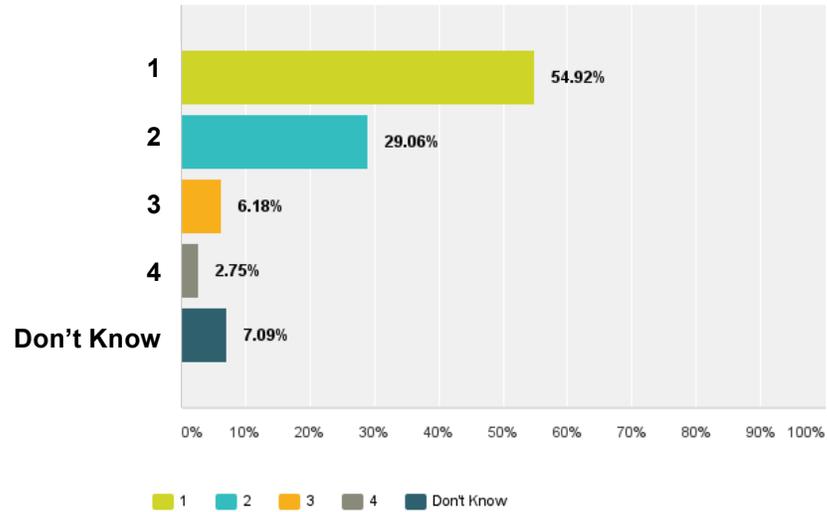
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

20. Curbside recycling

1.67

Q21 Yard Waste Collection

Answered: 437 Skipped: 31



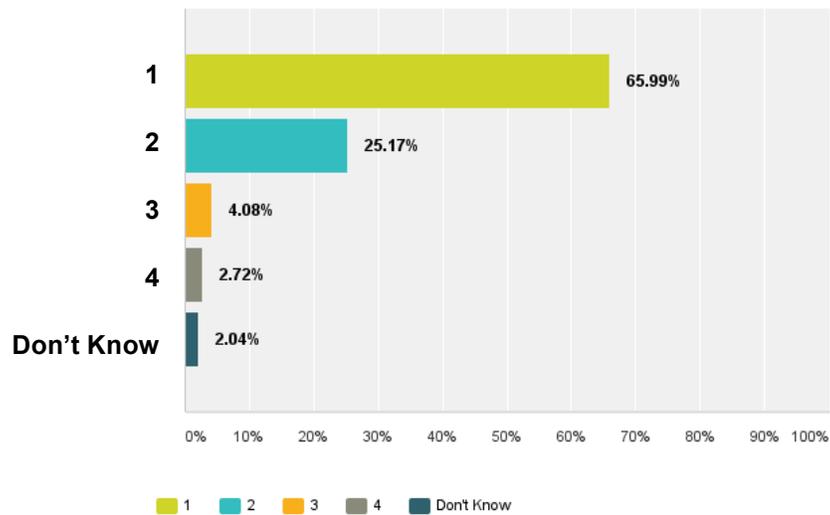
1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

21. Yard waste collection

1.53

Q19 Residential Trash Collection

Answered: 441 Skipped: 27



1 Strongly Agree / Excellent 2 Agree / Average
3 Disagree / Below Average 4 Strongly Disagree / Poor

19. Residential trash collection

1.42

FOCUS GROUP DATA

The focus group section consisted of gathering input from 73 individuals who participated in the survey. The focus group concentrated on the following areas:

- Street Repairs / Maintenance
- Snow / Ice Removal
- Sidewalk Maintenance
- Blight Enforcement
- City Website
- Public Safety
- Grace A. Dow Library
- Walking / Biking Trails
- Recycling / Refuse
- Quality of Life

The opinions and data gathered during the focus groups have been coded to support the data gathered from the survey tool. This coded data is available from pages 37-41. All gathered information from the focus groups are available as a separate document to this report.

The top 10 items that were mentioned throughout the focus groups are listed below:

1. Eastman Road near Midland Mall has traffic issues.
2. There is a desire for sidewalks to be cleared after a snowfall.
3. Citizens would like a plan for long-term sidewalk maintenance and renovation.
4. Bike trails/lanes are of a value to the City and citizens desire for them to be expanded and connected.
5. Citizens love the ease in recycling, but would like a higher frequency for pick up (every two weeks) or more non-leased bins.
6. Citizens would like to see an increased focus on the services for the aging population.
7. Continued digitization and modernization of the library is desired and appreciated.
8. Citizens are generally resistant to the new website, but appreciate the search bar.
9. Dead trees are starting to become an issue that the city needs to address.
10. An explanation for the funding of the US-10 Business Route roundabout is needed.

AREAS IN WHICH THE RESIDENTS WANT IMPROVEMENT

INFRASTRUCTURE 2.16

Street repairs and maintenance 2.47

- 1) An explanation for the funding of the US-10 Business Route roundabout is needed.
- 2) Eastman Road near Midland Mall has traffic issues.
- 3) Patrick Road needs to be a priority for street repairs.

INFRASTRUCTURE 2.16

Sidewalk maintenance 2.33

- 1) Would like to see plan for organized, long term maintenance and renovation.
- 2) Excellent network of sidewalks.
- 3) People see improvement, especially when complaints system is used.

CITY SERVICES 1.86

Snow and ice removal 2.16

- 1) People do not want sidewalk clearing enforced, but still want them cleared.
- 2) Great job on snow removal for main streets.
- 3) People want greater speed for snow removal on side streets if cost efficient.

BLIGHT ENFORCEMENT 2.03

Blight Enforcement 2.03

- 1) City has improved with response to blight complaints.
- 2) Dead trees should be considered blight and regulated.
- 3) South Saginaw road area and student housing needs closer examination and enforcement.

CITY ADMINISTRATION 1.93

City Government Website 1.87

- 1) Upgrade has resulted in more broken links and navigation issues.
- 2) Search bar is very effective.
- 3) Desire for increased mobile functionality.

AREAS OF VERY FAVORABLE / EXCELLENT RESULTS

PUBLIC SAFETY	1.60
Public Safety: Patrol services	1.76
Midland is a safe community	1.64
Public Safety: Safety in your neighborhood	1.64
Public Safety: Fire suppression services	1.49
Public Safety: EMT services	1.47
1) Very positive comments, especially in regards to fire and EMT.	
2) Desire to increase police-community interaction.	
3) Concerns of misuse of police force with speed traps.	
 CITY SERVICES	 1.86
Library Services	1.38
1) Great facility that has modern updates.	
2) Would like to see e-books, audio books, and CD's digitally categorized and expanded.	
3) More prominent explanations/seminars on how to use updated systems.	
 CITY SERVICES	 1.86
Walking and biking trails	1.59
1) Absolutely loved and used by residents.	
2) People want more and better connected bike trails/lanes such as on Ashman, Saginaw and north of Waldo.	
3) Desire for finishing the City trail loop.	
 REFUSE COLLECTION	 1.57
Curbside Recycling	1.67
Brush pick-up	1.57
Yard waste collection	1.53
Residential trash collection	1.42
1) Extra services like "free weeks" and large brush pickup are excellent.	
2) More pickup or ability to get additional bins without leasing wanted.	
3) People love the ease in the recycling system in Midland.	
 QUALITY OF LIFE	 1.57
Midland is a good place to retire	1.89
Midland has a good sense of community	1.78
Midland is a good place to live	1.47
Midland is a good place to raise children	1.43
1) Excellent community for aging generation to retire in.	
2) Questions regarding the availability of lower income housing in the City.	
3) Concerns over future of the Saginaw/Eastman business development area.	

CLOSING

Recommendations

This report provides baseline data and input from the citizens of Midland. This baseline data is useful for City staff and governance to draw some conclusions about the quality of services and the quality of life in the City. However, it is important for us to consider options about how to continue to gather data about the specifics of what the City is doing well and where the City can improve. It is also important for the City to be able to continue to measure their efforts after this report is complete. To assist the staff and governance, two recommendations have been developed for consideration.

Infrastructure

The citizens of Midland have indicated that they have an issue with the condition of “street repairs and maintenance”. Understanding the City receives a large percentage of their road funding from federal and state sources and further understanding that this sum of money has been shrinking since the late 90’s, the City should not feel that they are the only municipality in Michigan facing this infrastructure funding issue.

The City should continue to advocate to Lansing and Washington D.C. for funding to be returned to levels that allow the City to increase the quality of their roads. The City could also inform residents about the opportunity to start a citizen initiated campaign for an infrastructure millage within the City.

A specific area to target infrastructure reform is in the commercial district of Eastman near the Midland Mall and Meijer. Citizens were concerned about the difficulty of navigating through this district on the congested main roads, and many are forced to use parking lots to get around from business to business. Alternative or rear exits onto connecting side streets could solve this issue of the current system.

Evaluation and Assessment

The City of Midland should consider conducting a periodic community survey. This survey could be completed once every 2-3 years. Through the use of the periodic survey tool the City will be able to use this first community survey as a benchmark tool and measure themselves through the data that is collected by each of the periodic community surveys. This would also allow the City to include questions that might be context specific to that year (e.g. 2014 Question: “Where do you receive your information from the City from?”) This would also allow the City to identify areas in which there might be a systemic or localized issue within the City.

Closing

Citizens, governance and staff should use this survey instrument to assist with understanding what people think of the City. This survey is of opinions and perceptions, not facts. However, this tool is useful to understand what people think and what the City can do to help alleviate any possible negative perceptions. At the same time, this survey can help the City identify their best practices for service delivery.

As mentioned prior, the baseline data from this survey can only be used to gauge the opinions of residents in 2014. However, if this survey were continued, the City would be able to then start measuring their progress off this baseline data for many years to come.

Any questions and comments about the methods / methodology / recommendations section of this survey should be sent to the Director of the James A. Barcia Center for Public Policy & Service, John Kaczynski (jlkaczyn@svsu.edu).

All other questions and comments about the survey instrument should be sent to the City of Midland.

FOCUS GROUP COMMENTS

STREET REPAIRS / MAINTENANCE—FOCUS GROUP 1

- Boston street, seconded by others.
- St. Andrews between Washington and Sugnet.
- Are quick fixes truly worthwhile/ cost of deferred maintenance.
- Sanitary sewer along whitewood is undersized - due to construction on Waldo road?
Sanitary lift station on whitewood and Waldo.
- Whitewood street cobblestone.
- Dartmouth between Saginaw road and Ashman, poorly patched bump.
- Tar & Stone experiment.
- Frivolous cost on the roundabout? Who decides?
- Poor roads are not exclusive to Midland, they are often much worse elsewhere.

STREET REPAIRS / MAINTENANCE—FOCUS GROUP 2

- Moorland drive, west of Perrine, needs repair.
- Vacant lot on Saginaw road close to Dow high, big piles of dirt, might qualify as more of blight.
- Concentrating more on curbs than on roads themselves. Puddles mattering more than potholes? Prioritize on surface level rather than curb work. More efficient with limited money
- Snow plows damaging curbs and it's cyclical costs. Elevation changes
- Chip seal is not as good of a use of money as resurfacing is per dollar. Chip seal is unsatisfactory.
- Traffic around the mall is congested/ Saginaw mall set their mall up correctly. Businesses' parking lots are sealed off and individual which adds to trapping people into congestion.
- Wackerly Street, east of Eastman, all the way around, --experiencing problems
- No roundabouts on Eastman and Saginaw PLEASE.
- Exit ramp east of the highway east of Jefferson—east end of soccer fields, service drive to Eastman. On ramp off ramp.
- Dublin road north of Saginaw road, super rough, just got redone a few years ago but big vehicles ruin the road, doesn't need resurfacing, but must pave with better stuff around sewers because sewers are really rough.
- Street lighting in commercial areas—around mall—no street lighting policy?
- Saginaw road streetlights are in shambles.
- Stoplight timing, synchronized lights on north Saginaw road.
- Vacant lot on Saginaw close to Dow High, mounds of dirt on city lot.
- Damaged curbs, snowplows are damaging them, curbs being worked on.
- Mall parking lots aren't connected properly to provide access and exits to other areas congestion at malls with parking lots. Midland Mall.
- Wackerly east of Eastman all the way around to Swede.
- Service drive, or cut through between malls and parking lots.
- No roundabouts at Eastman and Saginaw road.
- I like roundabouts.
- Commerce Drive, travelling issue.

- Street lighting in commercial areas is lacking, does the city have a policy? Poles are rusted, the wires are poor, and some lights are out for months at the time.
- Wish for safer street network, increased light repairs.

STREET REPAIRS / MAINTENANCE—FOCUS GROUP 3

- Patrick and Waldo, no right hand turn lane heading north.
- Roundabout isn't great, might've been a poor allocation of funds. Patrick going toward city center needs resurfacing.
- People trying to evade roundabout, using Jefferson, Washington between Saginaw and Jefferson, Bayliss. Causes domestic issues because of people coming off Jefferson onto Arbury.
- Mall area on Eastman needs work... back door into and out of that.
- Patrick and Saginaw is full of potholes. Stretch between Saginaw and Waldo.
- Saginaw just east of Eastman—patching not a good enough solution.
- Roundabout: why? No better off now. Spent too much money on it.
- Eastman to Saginaw road fixed, however, Patrick needs the money more.
- Operation of the roundabout is smooth and well functioning. Big improvement. Reduces danger and speeding.
- Needs back way in and out of mall at Eastman.
- Stretch of Patrick Rd. between Saginaw and Waldo is in poor condition because of new building for Dow.
- Coming out of Meijer's and Wal-Mart to turn left on Jefferson is constant traffic.

STREET REPAIRS / MAINTENANCE—FOCUS GROUP 4

- Saginaw Road, Bay City Rd-Eastman—sewer lids sit either above or below the road. When you hit them it's a shock to your body and car (alignment). Corner of Wheeler and Saginaw Road from carwash to Eastman, needs repaired or replaced. Some work has been done, but more can be done.
- M-20 to 6 mile—state road within city limits.
- Sugnet between Jefferson and Washington.
- This situation is not isolated to Midland. Meadowbrook between Jefferson and Washington.
- Bay City is in a worse situation. Burrell Court, repair on curbs, but the road itself is still bumpy, will that be repaired?
- Saginaw road circle area. Curbing looks terrible. More of an aesthetic problem but still structural as well.
- Waldo storm sewer, north of Eastlawn, north of Ashman south of us10 by whitewood. Experiencing flooding above sea level comparative to rest of midland.
- Northeast side of whitewood.
- Meadowbrook by Washington and Jefferson.
- Main Street between Emerson Park and M-20
- Burrell court experiencing problems.

STREET REPAIRS / MAINTENANCE—FOCUS GROUP 5

- Nurmi Dr. Unpaved street in the city of Midland. Great job coming down filling in potholes and calcium chloride to keep dust down. Paving the street would have meant cutting trees down and putting in curbs and sidewalks. Why—that's our policy. Paving would keep maintenance down.
- Meadowbrook west of Jefferson to Saginaw.
- Better in Midland than in other areas in Michigan—Detroit, Saginaw, Lansing, etc.
- Sturgeon and Wackerly four way stop can back up—policy answer.
- Circle district horrific to navigate. Closure because there was no way to get there legally. Hurting business.
- Wackerly between Perrine and Eastman Ave, heavily traveled and damaged.
- Meadowbrook west of Jefferson all the way to Saginaw Rd.
- Ashman between Waldo and Rockwell.
- Midland roads are better than the rest of Michigan. Saginaw's roads are sub par compared to Midland.
- Roundabout financing? Money pit?
- Sturgeon and Wackerly makes for a terrible 4 way stop.
- The circle district is hard to navigate. It's hard to figure out how to legally even get to certain businesses in the circle district.

PUBLIC SAFETY

- Positive - fireman are responsive and “wonderful”.
- It’s wonderful, “I have never felt safer” “I often leave my door unlocked”.
- Phone solicitation received personal attention, it was received quickly and with great care.
- Nurmey Drive, Sturgeon Creek behind him, trees fall into the creek, not safe because of flooding, we use Sturgeon Creek as a tributary to the river, it can cause blockages and flooding. Stoney creek and Sturgeon Creek. [SECONDED]
- Corner of Wackerly and Sturgeon, on a hill, every day at certain times they can’t till when to take their turn. Overpass 4 way stop. Dangerous, more citations for speed laws, Parrin road is narrow, more people are speeding on it and its not safe. Police make an obvious impact, just not enough around the rumble strips.
- Animal control becoming an issue? City or county issue?
- Fire doing a great job.
- Making smoke alarms free and installing them.
- Midland is very safe, safest city he’s ever been in.
- Rumble strips.
- Walking and jogging in road, safety hazard.
- Speedtrap at Midland High on Eastlawn. Only runs on weekends.
- Crime is on the rise and no one is reporting it. Police aren’t doing great. Why no publication? Who’s keeping it quiet? Why? Especially around police department.
- Patrick and US 10 and M-20 wet of Curry experience crime.
- Very happy with the services. Impressed with police presence.
- Around the police department needs more policing.
- Police doing a great job, mainly petty crimes that occur.
- Response time is great. Why are both ambulances sent to the nursing home on Ashland, and the fire truck as well? Costs the taxpayers.
- City Police do a good job, sometimes not very friendly, citizen interaction could increase.
- Fire gets there before the ambulance, they’re trained which is fantastic.
- Great to see the police, enforcement is strict—excellent.
- County—city combination to reduce overhead?

- Fire Dept. maintains quality.
- Responses are very timely and by-in-large do a good job.
- City police aren't that friendly
- Services do a great job of responding.
- Fire trucks are fabulous at responding, could be caused by more proliferation of fire services.
- Police in high schools are great.
- Good traffic enforcement.
- Fire Dept is doing well in a growing city at keeping up with growth.
- EMT services are excellent.
- Parking ticket before warning, should be opposite.
- Increase the speed limit in front of Cooke Elementary.
- Misuse of police, in front of Cooke. Pulling people over for going 32 in 25.
- Glarney and Strugeon Creek, and the one just north has no signage nor at the other end.
- Dilloway near Eastman dangerous to cross at this intersection, crossing guard hit, many near hit. Blinders to prevent seeing from down the road and prevent speeding.
- Stop lights that are in existing to be timed differently to allow seniors more time to cross.
- Equipment to change lights to red to ensure safety for firemen, police, etc.
- EMT services are excellent. Police are super wary and knocked on the lady's door whose trunk was open.
- Warning rather than ticket for parking issue on sidewalk.
- Right off Perrine, no school anymore but its still 25mph, people get pulled over for 32 MPH as a speedtrap that's unnecessary. Too much focus and effort on this specific method of patrol.
- Blarney and Sturgeon Creek Parkway, and Flaxmore and Sturgeon Creek Pkwy need a yield or stop sign or something.
- Dilloway and Eastman—very dangerous intersection-- crossing guard got hit by a car. People speed on Dilloway from(Siebert and Dilloway) to get to (Eastman and Dilloway.) Kids are in danger because Jefferson middle is right there.
- Stoplights should be timed and longer so that the elderly can cross the street.

SNOW/ICE REMONAL—FOCUS GROUP

- James between wheeler and madys, plows create barriers for some side streets of lower plow priority.
- Smaller plow needed to create paths or clean upon lower priority courts and cul-de-sacs.
- Plows push snow onto driveways, is it possible to slow and dump snow past driveways.
- Major thoroughfares cleaned and cleared on time.
- Sturgeon creek parkway- plowed excessively, time could be used effectively.
- Sidewalks on Eastman and Saginaw are not cleared effectively.
- Eastlawn and Saginaw where elderly and disabled are living and businesses are plowing onto the sidewalks.
- Is there a fine for business plowing irresponsibly?
- Side streets don't get plowed until Thursday.
- Waldenwood Court cul de sac, needed 4 wheel drive to get to work.
- Garbage trucks and snowplows are in cahoots.
- Sturgeon creek gets excessively plowed, inefficient.
- Sidewalks, people are not doing their part and clearing their sidewalks from snow. Becomes dangerous.
- City does not do good job with plowing on the side streets, does good job with main roads.
- Difficult for the elderly to get out and clear their sidewalks, people helping neighbors.
[SECONDED]
- Snow piling up in bad areas on sidewalks. [SECONDED]
- Enforce sidewalk shoveling. People think the city should do it.
- Snow removal getting better. More frequent.
- Not everyone is able to shovel his or her snow.
- It's impossible for the city to enforce people clearing their sidewalks.
- Great job of snow removal.
- Saginaw Road is always plowed.
- Chippewa Ln off of M-20 plowed in. Neighbor tried to plow out and almost got knocked off his tractor because of speed of plow. Down hill so it's hard to see.

- Eastman and Saginaw, four businesses First merit have drive and sidewalk clear. Walgreens will not do their sidewalks. Can't walk through. Business owners need to be responsible. Burrell Court late to get plowed.
- Chippewa lane—people who are snowplowing are going way too fast on m20. Its hard to get up onto m20 because its uphill and side streets are snowed in and put themselves in a precarious position.
- People should have to shovel their sidewalks. Eastman and Saginaw. Businesses who have services that snowplow are okay, people like Walgreens aren't taking snow removal into consideration.
- Burrell court needs a special device to get snow off curbs and doesn't get tended to quickly enough.
- Busses experience danger on side streets since they're not catered to by snow removal teams.
- Sub-par compared to other places in Michigan. Not as high priority as it should be for safety.
- Salting—school busses have had accident because there was no salt.
- Certain subdivisions don't see plow for three days.
- Getting things quicker.
- Priority on the website. How much money do you want to put into it? Not always seen on the first day, but how much more do you want to be done.
- Sidewalks can be cleared sooner, residents or businesses, because of walking route for kids to school.
- Sub par compared to other towns. Pre-emptive salt doesn't exist in midland. Its not as high priority in midland compared to other communities.
- Not enough salt. School busses have gotten in accidents.
- Sidewalks need clearing in school walking routes. More prompt.

GRACE A. DOW LIBRARY—FOCUS GROUP

- It's a wonderful facility that has stayed modern - checkout is high tech and nice.
- Very positive feelings due to openness of library.
- Extremely wide selection and access to many other library archives is great.
- Need their own website and the section on audiobooks need to be expanded.
- Expanding the media section to make room for book sale.
- No appeal to younger crowds.
- It's great.
- Audiobook expansion would be useful.
- Need to attract a younger crowd, appeal to younger people.
- Enhance digital aspects.
- Too wide of a selection of cd's, needs to be digitalized at least so you can find the hard copy you want.
- Great job, but need t educate technically lacking people into how to use the newly digitalized library.
- Need CD categorization.
- Wonderful job.
- Need to educate users as to how to use the library services, technology education.
- Wonderful service compared to other communities MCTV wish that they had increased funding to continue to do what they do.
- The additions are great—self check out and kids section excellent. Online books (Ebooks) need to be expanded.
- Before renovations, display from the sister city from Hondo, Japan—where did that display go?
- It's an attraction for the community.
- The additions are great—self check out, children's section is good. Need to expand electronic book collection.
- Lot of hoops to jump through on the computer systems. The wireless internet requires a password which is inconvenient for a public sphere.
- Prior to renovations there was a Japanese gift collection thing but we aren't sure where it is now. We the community.

- Fabulous—don't change anything.
- Automatic door went way, hit the button.
- Fabulous. Change nothing. Agreed.
- Minor suggestion: no more automatic door, it should be there. Though, there is a handicap button.

SIDEWALK MAINTENANCE

- Hanover and Highbrouke, accidentally cut tree while fixing sidewalk, but their replacing it is very nice.
- Inadequate maintenance, no real program to maintain except small patchwork measures.
- 6030 Emerson Court, tree is messing up his flag in is yard, drains and sidewalks could suffer.
- Need to get rid of foliage? Quick growth leads to overgrowth. Causing curb damage.
- Crosswalks and crossing signals are deteriorating. Saginaw and Orchard and Saginaw and Wheeler.
- Trees around the sidewalks are not being kept up by homeowners. Should be trimmed. Bushes and trees.
- Frick's bar and the surrounding sidewalk is deteriorating. By Jazzercise.
- Dirt on sidewalk end of Amberwood, Goldenwood and Pondview Court.
- Fabulous network of sidewalks, some gaps. Maintenance of the sidewalks is inadequate, patchwork.
- 6030 Emerson Court. Tree is lifting up sidewalk.
- Crosswalks, Orchard and Saginaw and Wheeler, need upkeep.
- Trees and bushes need to be trimmed from sidewalks.
- Online submissions helping to tell the city where problems are.
- Lacking sidewalks where one gentleman lives. But he doesn't think that people maintain their property enough for it to be worth it long run
- Fail to see what good is being done about this topic.
- Many homeowners don't tend to their sidewalks.
- Excellent job with sidewalks.
- Leonard Lane Curb, spray painted the crack to see, 200 yards West of Jefferson on Sugnet Woodlawn South side of the street. Grind it down.
- Use personal shears to clip shrubs. Saginaw between Sugnet and Wheeler sidewalks seem more narrow. Missing sidewalk or repaired, crushed the new sidewalks, punch marks.
- E. Wackerly south side of Swede branches while walking outlawn. Bike path ends because of the sight lines sidewalk not made for bikes, but necessary.
- Leonard Lane curb is a hazard. Also a hazard 200 yards south of Sugnet on Jefferson. South side of Jefferson.

- Shrubs and trees on owner's side of properties that are overgrowing. East Park Road.
- On Saginaw road between Sugnet and Wheeler, sidewalks are narrow. Also a few places where sidewalk is missing or crushed and dangerous.
- Wheelchair bound children are proof that the city responds to sidewalk issues.
- East Wackerly southside at Swede, there's a lot of branches. And the bike path ends before the curb and you have to use the sidewalks. Causes issues for bikers and people.
- South side of Saginaw road taking left on Orchard: causes dangerous circumstances for cyclists.
- Appreciate the grinding the city has done.
- Woodbridge Ln. North of Mooreland off of Perrine there are major uneven
- Who do you call when the differential exists? On the website there is a request service option, quick response.
- Near Adams school fantastic sidewalks.
- Woodbridge lane needs maintenance because it has a bunch of un-level sections of sidewalk. North of Mooreland dr.
- Not clear who to call when your sidewalk is screwed up.
- Though, there is a place on the city website to contact.

WALKING / BIKING TRAILS

- Bike safety on Ashman street is precarious - especially in the dark or around parked cars.
- Appreciate walking/biking street and the lane on the street. Bikes on sidewalks tend to head past intersections and fail to stop.
- Appreciate ADA compliant curb cuts.
- Bike the wrong way (Ashman & Sugnet).
- Addition of bike racks would be nice.
- Tridge at railhead, bike trails need work.
- Emergency phone pods on rail trail and biking trails, every mile or so.
- More foliage maintenance. By Dublin and farmer's market. bikers in winter are inconveniencing drivers and causing safety issues.
- Rail trail has transitioned from recreation to transport.
- Trail in the city/county park? What was that called?
- City encompassing bike trails?
- Useful.
- Expansion of trails.
- Rail Trail needs more bike racks.
- Emergency phone pods at the Rail Trail, one every mile or so.
- Bikes using busy roads like Saginaw Road and they are taking up the entire lane and it is an inconvenience and unsafe. Bike lanes needed.
- Want bike trail that goes around the entire city even though the project is expensive.
- Dublin-Farmers Market: needs better landscaping.
- Nothing from Waldo going north to use as a connection. Should've widened the road and put in a bike lane.
- Not all routes are complete or cohesive. More of a funding issue
- Eastern loop of rail trail
- Who addresses bike trail issues? Contact Person.
- City seems to be advancing with bike lanes.
- Incomplete routes.

- Where and when are bike lanes going to be available and expanded?
- Need better connectivity: Ex. Midland to Bay City
- Used extensively and they are wonderful. No complaints.
- On the rail trail area where a lot of wild flowers put in, is that being maintained? Reverting back to least pretty flowers. Northwood and Dublin Rd.
- They like the trails. Coming down from Tridge where there's gravel and the beginning of the sidewalk makes for a dangerous entrance to the Chippewa nature trail.
- Are the wildflowers being maintained?? It's being let go. Northwood road going into old city street dept entrance by Dublin. off of Saginaw road
- Is it worth the money for signs and street markings.
- Heavily used—love that the rail trail gets plowed, safe. Bridge out in city forest.
- Riding bike to and from work, happy that there are bike lanes.
- Appreciative of walking and biking services, "we're in good shape."
- Not sure if it's worth the money.
- Happy the rail trail gets plowed.
- There's a bridge that's out and people still use it in the City Forest.
- Other than that they are fabulous.

BLIGHT ENFORCEMENT

- How is blight defined, what is it?
- Policy for reporting blight? Do private citizens call and report?
- Not much of an issue in Midland, much is just inconsiderate neighbors, few abandoned houses.
- Taken care of with demolition near Dow Diamond.
- Northwood student rentals are getting rid of lawns in replacement with concrete, which is an eyesore. Shouldn't be parking on grass.
- Vacant lot south of American Legion on Hedgewood and universal that is overgrown and not maintained. No one is there to pick it up. Was going to be a retirement community. On universal between Dublin and Hedgewood.
- 1 house on Amberwood and Dublin subdivision, rented out house, junk everywhere and knick-knacks. Property values decreasing. Do I contact city?
- The city is very responsive and effective of working through the process with people over blight. City is great to help others clean it up.
- Ashman and Waldo, pool aboveground, trees sticking out of it, been like it for years. Unmaintained vehicles in his yard.
- Lawns and tall unkempt grass. Guy had to complain about it and she mowed the yard. Hasn't done it since.
- Huge ash trees in vacant lot, Forestry Dept wont come cut them down.
- House on corner of Ashman and Washington, unkempt and really bad. Yard full of vehicles and stuff.
- 8-inch high grass, not mowed by Ashman and Waldo.
- Sidewalks aren't kept clear, overgrowing from lawns.
- Houses torn down in the downtown area.
 - What is their future use?
- Major improvement over years ago.
- City does a pretty good job. You don't see derelict buildings, structures falling down, or 50 cars on the front lawn.
- Leaves on the side of the road, Leaves picked up? Can't put any more out.
- Years ago it was worse
- Weeds in vacant fields that are privately owned. Not enforcing the blight they cause.

- City is already doing a great job
- 3300 block of east Ashman south side, tree lawn is full of weeds and blue tarps.
- Leaves are looking like blight. Main drags like east Ashman need better leaf upkeep.
- Midland is in good shape compared to many in Michigan, South Saginaw Rd between Patrick and Eastlawn is starting to look rough. A lot of vacant buildings.
- All business want to be on Eastman, relocating to South Saginaw.
- Everyone wants to move—tax breaks to keep people on S. Saginaw. When will they (CVS) be in?
- Just North of Dow High on Saginaw—row of houses that has piles of garbage, old couches, etc.
- Overgrown ivy city has responded well. (? woods)
- Better communication as to what will be done with closed schools.
- South Saginaw road between Patrick and Eastlawn is starting to look blighted. -Unopened donut shop and the three vacant businesses look bad.
- All businesses want to be on Eastman but they should raise the amount of businesses in the South Saginaw road area for balance.
- Student ghettos (?) surrounding Northwood. East end of Haley. Multiple cars In front plus garbage is piling up.
- North of Dow High, northeast on Saginaw road, houses with garbage and couches and cars in front.
- South Saginaw near St. John Episcopal is overgrown.
- Midland Public schools can help out.

RECYCLING / REFUSE

- Extremely like that all plastic is accepted in one bin.
- More hazardous waste collection years (x2).
- Ease in recycling.
- Transparency in recycling process.
- Picked up once per month, but picking up large brush pickup once per month is excellent. "We're spoiled."
- Suggested improvement - consolidate large brush collection with recycling days (x2).
- I prefer it otherwise, separately.
- The people who pick up the garbage are so nice, they smile and wave.
- Bi-weekly pickup for recycling. More than once a month.
- Garbage man is not being nice with the trashcans.
- Big item pickup is a good program.
- Ask garbage man to not throw it in the driveway, put it is grass turned over if raining.
- Dump: very efficient and well-done, well priced for the service.
- Great service but he has to pay 50 bucks for 2 grass bags. Other people take advantage of the three free weekends. Evaluation of free riders.
- Recycling and large item pick up is good.
- Free program is actually convenient.
- Day bin program is wonderful.
- \$50 dollars not excessive/ is excessive for the grass removal.
- Very good recycling and large item pick up program.
- Use the recycling services constantly.
- Bin program is good.
- Where does the recycling go?
- Wonderful job, the blue bins generally filled in the month. Cut when they pick it up but expanded what they will take.
- Control on commercial business—taking advantage of the situation.

- Believe the large bins and recycle much more because it is convenient. Bins sufficient because not many large families.
- Where does recycling go?
- Blue bins are great. Expanded what they take. Especially large item pick up.
- Tighter controls on large item pick up needed. (Dan Dan the mattress man takes advantage of it.)
- Need more recycling pick up or more bins. Hopefully more pickup.
- People recycle more because it's convenient and easy
- Waste management—doesn't take green glass.
- Use the services, generally everything is very good. Large pick up, electronic, etc. Bin full in two weeks. Get another bin, lease for 5 dollars a month.
- Please pick up more than once, didn't get picked up once.
- Won't take certain containers, garbage can with recycling sticker, wouldn't pick it up.
- Large item pick up, required to have it out Sunday night, but not picked up until Friday.
- Purchase bins—pressure by the city to allow citizens to buy another bin instead of leasing.
- Borrow-a-bin program is great.
- Helps reduce any potential blight.
- Large item pick up is appreciative, but clarification on the rules to allow pick up.
- Communicate regular schedule so it's not sitting all week.
- Green Glass does not get picked up, except but for at the midland recycling center.
- Recycling does not get picked up enough. Really needs 2 pickups per month or another recycling bin.
- Beg please pick it up twice a month. Too many items and the service can refuse to pick it up.
- Large item pickup, they sit out there all week long and the pickers take them. Tell the citizenry when their stuff will get picked up.
- Possibility to buy a second brown bin. Leasing for \$5 a month is counterproductive.
- Borrow a bin program is excellent. Helps reduce blight.
- Rules for large item pickup? Carpet is confusing.

CITY WEBSITE

- Some links open multiple tabs/windows. Is it necessary?
- Search bar is nice.
- Gone downhill since 'upgrade'. Lost functionality. Links broken. Really in shambles. Cosmetic improvement solely. Not well designed.
- Don't use it because of these reasons.
- Should be a report your issue drop box. It should be taken where it needs to go, find the right eyes and ears in the government. General drop box for it.
- Gone downhill since it got upgraded.
- Broken links.
- Too much duplication and overlap.
- Lacks functionality in links.
- People deterred from using it because it is lacking and not effective.
- Having trouble finding things on it.
- "Report Issue" Function.
- Wasted money redesigning. Not intuitive, hard to navigate.
- Website mobile app is lacking in innovation.
- It was more user friendly before.
- Content on website is actually superb, the journey to it really sucks.
- Difficult to navigate.
- Not used.
- Website doesn't work well on mobile devices. Need mobile app.
- Great content once one finds what they need.
- Every time website used, every question he has it's answered FAQ.
- Very well done, appears to be very well maintained.
- Access to MCTV programs is nice feature.
- Website has all the answers. Especially for frequently asked questions.
- Blueprints of house owners. Good resource

- Website well done and well maintained.
- Access to MCTV through the site is great and resourceful.
- I miss the old one—address box, when recycling comes.
- Frequently used links.
- Leaf pickup updates.
- Website used quite a bit, like it for the most part. Difficulty finding the interactive map for election purposes.
- City assessor site changed, old was better.
- Hard to find out on the new website when the recycling is going to get picked up.
- Buttons for streetlights and sidewalks should be more easily accessible.
- Interactive map takes a while to find.
- City Assessor site has changed and the old one was better.

QUALITY OF LIFE

- “There’s nothing to do!” said by young children - well good, its a good place to retire and very nice, I appreciate that.
- I would’ve raised my kids in Midland if given the choice today.
- Public safety, recycling, schools and more are good.
- DDA – great.
- Number one, there is a good quality of life factor - people are involved, firms are active. Solid community.
- Parks system is beneficial. Higher educated population allows for more benefits and whatnot that allow for these parks to exist? Hard to follow...
- Too many tax break sin commercial center, residents pick up the taxation burden.
- City council and private sector is way too close—business has too much influence.
- Safety and public safety translate into an excellent quality of life.
- Need to change services for disabled to allow for more cohesion for them into normal commercial society—transformational master plan that considers sociological and generational differences.
- Develop riverfront to have permanent amphitheater.
- Need a much more equitable distribution of money spent on sports—golf and ice arena are getting favored. Reevaluation of rec. sport activities.
- Flood issues resulting from creek issues. Stoney creek. Ruining the prospect of real estate commerce.
- Better representation in the taxation in businesses and residents.
- Tax breaks need to be reallocated.
- Midland tomorrow and government officials are a little too close.
- High quality of life in Midland.
- Good quality.
- Develop riverfront with permanent amphitheater.
- Revaluation of funds for sporting activities.
- Fear of being flooded. Creeks need to get amended. Stony Creek.
- Affordable housing and apartments for college kids and seniors.

- Great place to raise kids.
- Community calendar is lacking, nothing to occupy out of towners.
- Food and service at the city owned golf course is sub-par. No pun intended.
- West branch is doing it right, disc golf course in midland isn't well maintained.
- Price for golf in midland doesn't match the quality one would expect.
- Calendar needs contact info.
- Men's bathroom is disgusting at golf course.
- Needs a locker room.
- Senior food desert.
- The golf course is in bad shape. No one uses clubhouse, poor service and food. Not enough volume to support good food operation.
- City does not know how to draw people to a golf course; the conditions are poor on the course and high prices.
- Need to improve golf course clubhouse so people can host dinner parties.
- Need city calendar, possible app for it (Google).
- No locker room at the golf course.
- Difficult to access farmer's market once it got moved. Could use empty lot for merchants, Former Central Middle School.
- Senior services, food desert.
- Public safety notification is great.
- Center for the Arts, Library, Dhalia Hill, Central Park Bandshell, Dow Gardens, Dow Architecture etc. Cultural and recreational activities. Excellent assets.
- A lot of services provided for SES community.
- The high schools work together, one football field, one pool to share. Prepared for college.
- Rec offerings—Currie golf course, Loons, Dow Diamond, City Forrest, etc.
- Challenge for folks in the community that don't have cars, with current public transportation it is hard to get a job.
- To be able to have bikes to rent (bike share). Having a sister city—wonderful opportunity for young people.
- Detractor, low income housing went away, the people didn't. Instead of being in town where there may be more access to transportation, now they don't have access to town.

- Jail—open door, do they still have this service since it has moved.
- Curious on what the zoning is for the Saginaw/Eastman development. Buffer area? Can we get it settled so we don't have to revisit every few months.
- Center for the arts, library, Dow Gardens, tridge, farmer's market, all just great.
- Central park is great. Cultural recreation activities make the quality of life all the better. Dahlia hill is another example. And Dow architecture.
- You just feel safe. Police fire and medical take care of problems. Absence of gang activity is a plus for the safety factor.
- Good services provided to less fortunate.
- City police keeps high schools safe and orderly. Middle school too. Police are active with youth issues.
- Good sharing between high schools. Great education and cohesion between the two.
- City foundations-- work together and have a shared vision for bettering the city. Non-profits and municipal gov't are a good team.
- City forest, Dow Diamond, good amenities.
- Public transit needs to be improved highly. If you don't have a car then you're out of luck in your commute.
- Having a sister city relation is great-- with Honda.
- Dial a ride is really inefficient and it doesn't work for commuters.
- Where did low-income housing go?
- Some parks don't need to be mowed and it can be a waste of money and human capital.
- Status for zoning and development in Saginaw and Eastman area? Concerned with what's going to happen there.
- So clean and attractive. Midland blooms.
- Everyone knows the water is rising, port-a-johns need to be pulled out of the area and prepare early.
- Trees—no rhyme or reason for inspection of trees in the out lawn. Dead trees don't get taken out or cared for.
- Transportation—dial-a-ride, 80% of riders are disabled or seniors.
- Midland is getting early, new buildings need to be built with seniors in mind—ADA compliant.
- Utility men to prune the trees, butcher the trees when trimming back to expose water.

- Response and professionalism of city officials appreciated.
- Q.o.L very high compared to other communities in Michigan and nationally.
- Expansion happened in the area, but the city needs to push on the owners to reconfigure parking lots, confusing—no markings, speed, wrong side of the road, etc. No way to escape—possibly a light needs to go in.
- Appreciate the city picking up on the need for transparency, no arbitrary decisions.
- Hockey program—Civic Center moved, built a new facility and it is unfortunately forgotten because it's way out. Used to be a four-year waiting list, now it's nearly non-existent. High ice prices. Groups go to other areas because of price. Using methane to power rink.
- Ask the city to consider creating an informational book to promote "points-of-interest" in Midland.
- Tax rates are behind more populated areas. If you aren't rich enough to go to the country club, the community center is packed. It is a great service, but needs more attention.
- Corner of Ashman and Main—center of town but nothing is there.
- Midland also has its homeless and dumpster divers and those trying to make ends meet. Population cut out of the community. Housing programs with case management is better than running shelters. Mental health issues, adult foster care moving into semi-independent homes. Not enough housing stock.
- More lower income housing units—pressure on developers who are developing higher income housing units. Credits to people who provide low-income housing, is it effective?
- Family warming centers. There is nowhere for homeless families or cold families to go and stay together as a family. Coalition of city officials, agencies, and churches.
- Reduction has moved onto the renters or does it stop at the landlord? No more low income housing, but instead a better screening for those utilizing the services.
- Floods in the spring... Port-a-johns are floating around floodwater... Really not appetizing or comforting.
- Who is checking on overgrown trees and whatnot on the outlaws?
- Make public transit better for the elderly.
- Architecture must reflect midland's aging population.
- Utility men butcher trees wantonly and callously.
- Meijer parking lot is really dangerous. Roads and parking lots are becoming overpopulated and dangerous. Unmarked, potholes, not clear where you're supposed to go, entrance off of Eastman heading north, not clear how to get into Meijer. People drive on the wrong side of the road.
- Turning left out of Meijer is a deathtrap.

- Civic center and hockey arena need logistical help. Prices have been hiked. New 2 rink facility is not doing as good of a job as the old one
- Info for visitors provided by city government so that they can figure out things that are going on in midland and can have a good stay.
- Community center is over crowded. Could use more funding for expansion.
- Midland requires 51k a year in order to have a good quality of life.
- Different social programs could be more effective than running homeless and hungry shelters. Not enough low-income housing. More family warming centers in the City of Midland. Right now there is no place to go. There should be somewhere.
- Tax credits for landlords for low-income housing. The housing isn't low cost enough. Really more of an incentive for landlords that doesn't help real the people